

## Services Card Information:

- The Services Card will be issued one time and not monthly.
- Each person eligible for services will have their own card – not just one for the family.
- DSHS will mail the Services Cards to clients in the month before ProviderOne is launched in (November).
- The Services Card doesn't replace the EBT or Managed Care cards.
- The Services Card is for Medicaid (Medical) services only.
- The Services Cards will be mailed in November with instructions on how to use the card.
- There is additional information about ProviderOne at:  
<http://hrsa.dshs.wa.gov/ProviderOne/Clients.htm>

## Frequently Asked Questions:

### When will I receive the new card?

**Answer:** The cards will be mailed out in November. That is the last month you will receive the paper coupon. Beginning in December, you only need to bring the plastic card to the doctor's office.

### Will I get just one card for the family?

No. Every person in your household who is eligible for medical coverage will receive a card.

### What do I need to do with it when it comes?

The most important thing: DON'T THROW IT AWAY. Unlike the paper coupon you have been receiving, the plastic card will be good from month to month. Remember to take it to the doctor's office or the hospital to verify your coverage.

### What does it cost?

Nothing. Clients will not have to pay anything when we switch over to the plastic cards.

### How will my doctor's office use the new card?

They will be able to use it to verify your eligibility. Different doctors will use it differently, but all you need to do is remember to bring it with you when you go to the doctor's office.

### What if I lose the card?

You will be able to easily order a replacement by phone. If you don't have the card at the doctor's office, they still will be able to check your eligibility with information like your full name, Social Security Number and date of birth. Incidentally, all of your personal health information will still be private even if you lose the card. None of that information is contained on the card.

### Why are you switching to the plastic cards?

For several reasons:

- 1) We are switching to a new computer system called ProviderOne and the new cards are part of that change.
- 2) It will save the state money by avoiding some expensive monthly mailings.
- 3) It is handier for our clients. Plastic ID cards are already being used by private health insurance plans, and the new cards avoid the hassle of getting a new coupon every month. It's the same size as a credit card, so it fits in most wallets, too.

**Will this replace my cash card or my Basic Food card from DSHS?**

No. Those cards are different. If you are on those programs, you will continue to use those cards. The Services Card is only being used for health care, and there is no cash value attached to the card.

**Do I still need my managed care plan card?**

Yes! The Services Card does not replace the medical ID issued to you by your managed care plan.

**What if I have other questions?**

Clients or providers with questions about the new Services Card can refer to a fact sheet that includes a set of Service Card Questions and Answers on the Medicaid Web site at

<http://hrsa.dshs.wa.gov> and on the ProviderOne Web site at

<http://hrsa.dshs.wa.gov/providerone/Clients.htm>